

**TRANSMITTAL LETTER**  
**(General - Patent Pending)**

Docket No.  
6065-77779

In Re Application Of: **Craig R. Shambaugh**

Serial No.  
09/670,093

Filing Date  
09/26/2000

Examiner  
Albertalli, Brian

Group Art Unit  
2655

Title: **METHOD OF CREATING SCRIPTS BY TRANSLATING AGENT/CUSTOMER CONVERSATIONS**

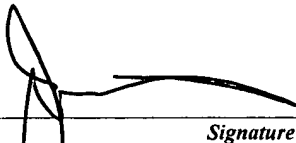
TO THE COMMISSIONER OF PATENTS AND TRADEMARKS:

Transmitted herewith is:

**1 replacement sheet of formal drawings (Figures 2-3) per discussion with Examiner on 08/13/05**

in the above identified application.

- ☒ No additional fee is required.
- ☐ A check in the amount of \_\_\_\_\_ is attached.
- ☒ The Commissioner is hereby authorized to charge and credit Deposit Account No. **23-0920** as described below. A duplicate copy of this sheet is enclosed.
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**Jon P. Christensen**  
Reg. No. 34,137

Dated: **August 16, 2005**

I certify that this document and fee is being deposited on **08/16/2005** with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner of Patents and Trademarks, Washington, D.C. 20231.

  
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